

Job Description

Welcome Desk Representative

Section:	Administration
Reporting to:	Campus Manager (Cambridge)
Salary grade:	£12.60 per hour
Hours of work:	Flexible and minimum commitment zero hours. We anticipate the post-holder will be offered around 6 hours per week.
Work base:	Cambridge

Purpose of job

To assist the Union in providing excellent customer service, a gateway to other Union services and being a first point of contact for members and visitors in a friendly, welcoming environment at all times.

You will be working at the Welcome Desk, and in the wider student space, being mindful of potential sensitive information and the responsibilities of cash handling.

Job Role and Responsibilities

Customer Service & Student Support

- Provide outstanding customer service, promoting the values of the Students' Union in a confident, welcoming, and approachable manner.
- Maintain up-to-date knowledge of Students' Union services including the advice service, student representation, student activities, and events programme.
- Provide support and signposting for students through various communication channels.
- Act as a vital link to other university services and campuses, referring students as appropriate.

Promotion & Engagement

- Actively promote events, daytime activities, and officer campaigns to all students.
- Advocate for the Students' Union in a positive light at every opportunity, maximizing visibility among students, visitors, and university personnel.

Space Management & Operations

- Create and maintain a clean, welcoming environment within the Students' Union space.
- Maintain high standards of cleanliness in the student kitchen and surrounding areas.
- Ensure the student space is well-stocked with food, drinks, and essential items including sanitary products.
- Assist the Campus Team with tidying the main office and kitchen areas.

Administrative Support

- Operate the till to sell products including club and society memberships and ticket sales, with cash handling responsibilities.
- Assist with booking appointments for the advice service, maintaining confidentiality and GDPR compliance at all times.
- Support the Campus Team with administrative tasks including room bookings and guest speaker research.

Equality & Inclusion

- Encourage inclusivity, demonstrate respect for diversity, and promote equal opportunities in all interactions.

Other

- Undertake all activities in accordance with the Union's equal opportunities, health and safety, environmental and staff protocol policies.
- Carry out any other duties or projects as may be assigned to the post-holder by the Students' Union and which are reasonably consistent with the position. These may take place throughout the year.
- Support the Students' Union's environmental policy.

You will develop these skills in this role:

- Teamwork
- Interpersonal skills
- Customer service
- Verbal and non-verbal communication
- Problem solving
- Decision making
- Cash handling and till operation

Benefits of the role:

- Uniform provided
- Flexible working hours
- Great networking opportunities

- Meeting new people and making new friends
- Training opportunities

Successful candidates will demonstrate the Union's core values, striving to deliver exceptional customer experiences.

The Students' Union expects all staff to participate in any training program considered relevant to your job. The Students' Union expects all staff to participate in, and take ownership of their induction, personal development review, departmental staff meetings and be responsible for carrying out duties with full regard to the rules, policies and procedures and conditions of service contained in the staff handbook, and within departments of the Students' Union. The Students' Union is fully committed to its policies and procedures on Equality and Diversity.

A condition of employment is that all staff are expected to assist in key events throughout the year e.g., Welcome Fair, Elections, Open Days and any other key events. Staff are expected to portray a positive image, both internally and externally of the Students' Union by displaying high standards of service, integrity, punctuality, politeness and professionalism.

Please note, that all employees are subject to pre-employment checks including a Disclosure and Barring Service check if required for the role. Please note, it is an offence to apply for this position if barred from engaging in regulated activity relevant to children.